



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
HEADQUARTERS, U.S. ARMY GARRISON, ALASKA  
1060 GAFFNEY ROAD #6000  
FORT WAINWRIGHT, ALASKA 99703-6000

IMPA-FWA-ZA

22 AUGUST 2005

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: FWA Garrison Policy #1 - Open Door Policy

1. This policy enables any member of this command to meet with me for any reason. The reason may be personal in nature, a discussion of policy, gathering or providing information, a complaint, or other matters of importance or need.
2. Every member of this Garrison organization must understand that the supervisory chain and chain of command must be utilized to the maximum extent possible in solving problems. I believe solving problems at the lowest level is the best way; however, when an individual does not wish to discuss a problem with his/her immediate supervisor, he/she may enter the chain at any point. If an individual is not satisfied that the problem has been solved, they will be directed up through the proper chain until the problem is resolved. All personnel in the chain will take a sincere and personal interest in the well being of their personnel and be reasonably available to assist whenever possible.
4. It is every leader's responsibility to know his/her subordinates well enough to anticipate a problem or to know when something is troubling one of them. Be proactive, not reactive, whenever possible.

//original signed//  
RONALD M. JOHNSON  
LTC, SF  
FWA Garrison Commander

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